

01/16/02  
JC355 U.S. PTO

Assistant Commissioner for Patents  
Box PATENT APPLICATIONS  
Washington, D.C. 20231

01-22-02

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J1046 U.S. PTO  
10/05/1477  
01/16/02

Sir:

Transmitted herewith for filing is the patent application of

Inventor: **Matthews, et al.**

Title: **Dynamic, Real-Time Call Tracking for Web-Based Customer Relationship Management**

Enclosed are:

- ☒ 8 sheets of drawings.  
☐ An assignment of the invention to (D)  
☐ A certified copy of a \_\_\_\_\_ application.  
☒ Declaration For Patent Application (unsigned)

For:	Number Filed	Number Paid For	Number Extra	Rate	Total
Application				\$740.00/\$370.00	\$ 370.00
All Claims	28	20	8	\$18.00 / \$9.00	\$ 72.00
Independent Claims	2	3	0	\$84.00 / \$42.00	\$ .00
Assignment Filing Fee				\$40.00	\$ .00
Total Filing Fee:					\$ 442.00

- ☒ A check in the amount of \$442.00 to cover the filing fee is enclosed.  
☒ Pursuant to 37 C.F.R. § 1.27, applicant hereby asserts small entity status.  
☒ The Commissioner is hereby authorized to charge any deficiency in the payment of the required fee(s) or credit any overpayment to Deposit Account No. **09-0528**.

Date:

1/16/02

Respectfully submitted,

*John J. Timar*  
John J. Timar

Attorney for Applicant

Reg# 32,497

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Docket No.: V024 1010

<p align="center"><b>Certificate of Express Mailing</b></p> <p>I hereby certify that this document is being deposited as Express Mail in an envelope addressed to Assistant Commissioner for Patents, Washington D.C., 20231-0001 on <u>1/16/02</u>, Express Mail No. <u>EL561349614US</u></p> <p align="center"><i>Di. Og</i></p>
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: **Matthews, et al.**

Being Filed Herewith:

For: **Dynamic, Real-Time Call Tracking for Web-Based Customer Relationship Management**

Assistant Commissioner for Patents  
Washington D.C. 20231

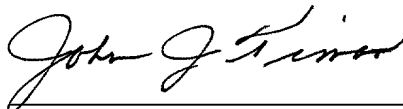
**REQUEST FOR NONPUBLICATION OF APPLICATION  
UNDER 35 USC § 122(b) [37 CFR § 1.213(a)]**

This request is being submitted with this application on filing.

It is requested that this application not be published under 35 USC § 122(b).

This is to certify that the invention disclosed in this application has not been and will not be the subject of an application filed in another country, or under a multilateral international agreement, that requires publication at eighteen months after filing.

Respectfully submitted,



John J. Timar  
Reg# 32,497  
Attorneys for Applicants

1/16/02

Date

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